

CORRESPONDENCE MANAGEMENT

70-1

Application of improved standards and procedures for preparing and handling correspondence

Obj: To create only needed correspondence, establish efficient style standards and procedures, and promote effective writing techniques.

The program

- Study present practices by examining unanswered corres, ~~observe~~
- Observe flow and handling corres,
- Analyze adequacy and promptness of outgoing replies.
- Search for unnecessary dictating, reviewing, typing, non essential copies, and unnecessary filing
- Determine what standards are needed and issue directives
- Conduct periodic desk audits of the program
- Review and analyze effectiveness of corres practices periodically

Corres is broad term for letters, memos, telegrams, and messages. Fed Govt receives over a billion items a year and sends out about the same. Letters cost about \$2.75 each.

Takes approx 40 mins to do handwritten 300-word letter

- 29 mins by steno dictation
- 25 mins by machine dictation
- 9 mins by guide letter
- 3 mins by form letter

To reduce costs

- reduce average number of words per letter
- reduce the number of letters
- Dictate more (fewer handwritten)
- Use more guide paragraphs
- Use more form letters
- have less review before signing.

With corres mgt program to reduce length of letters--train to recognize excess verbiage. 11% of letters consist of verbs and nouns

## Corres Mgt--

Is a continuing program to streamline and improve corres through efficient style standards and procedures; effective writing techniques; and using substitutes for costly dictated corres.

### Results

Better corres by speedier, simpler and more economical means,  
Less corres to maintain and dispose of.  
Improved ~~the~~ quality of correspondence

### Objectives

To simplify and sped up the preparation of corres  
To improve the quality of corres and adequacy of documentation  
To ~~eliminate~~ the amount of corres produced  
To eliminate unnecessary copies of corres  
To standardize on letter sytle and  
To save time and reduce costs in preparing letters  
To create better public relations

### Methods

Analyze methods of preparing, creating and distributing correspondence.

Gather data on kinds of correspondence produced; volume, subject matters; routing of corres; work flow; equipment used; number of processing steps; operating procedures; time required.

~~xxx~~ Design and prescribe use of form letters, guide letters, guide paragraphs, automatic typewriter to promote economies in corres.

### ~~xxxx~~ Control of Creation

Discontinue making more copies than necessary  
Discontinue filing of non-essential material  
Discontinue keeping duplicate files  
Utilize a central file

\* Publish regulation or directive on what program will consist of  
Establish Program Elements --

Form letters, Pattern Letters, Quality Control, Number of copies, Nonessential Corres, Plain writing.  
Prepare corres Style Manual or Handbook  
Conduct Training workshops  
Distribute training or promotional material

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D R A F T

RECORDS AND CORRESPONDENCE

HR 70-5

SECTION II: CORRESPONDENCE

5. CORRESPONDENCE ADMINISTRATION. This regulation establishes responsibility for Agency correspondence administration, and provides standards and procedures for the preparation, coordination, review, and approval of communication media originated by Agency components.

a. SCOPE. The provisions of this regulation apply initially only to those forms of written communications termed "letters," and "memoranda." Other communication media, such as cables, dispatches, etc., are more appropriately subjects for special consideration. These specialized categories of correspondence will be covered by issuances of the Agency component having a primary jurisdiction over such media.

b. DEFINITIONS.

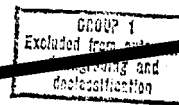
(1) Letter. An official, written, or printed document used to communicate with government agencies, private correspondents, and organizations when formality and reserve are appropriate to the position of the addressee or subject matter concerned.

(2) Memoranda.

(a) Formal. An official, written document used for inter-agency and intra-agency correspondence when there is less requirement for polite or formal language than a letter and informality is not appropriate.

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- (b) Informal. An official, written documents which is used for inter-agency and intra-agency communications when formality is not required.
  - (c) Speed Letter. An informal, written document used for inter-office, intra-office, and inter-agency communications. Form 1831.
  - (d) Memorandum of Conversation. An official, written record of a conversation with individuals outside the Agency and is forwarded in an original and one copy for information to the Office of the Director of Central Intelligence and the Deputy Director of Central Intelligence, and/or other officials as appropriate. Form 1132.
  - (e) Memorandum for the Record. A written account of important conversations, meetings, data, or other events. It is usually an intra-office official document not transmitted outside the immediate office of an Agency component.

(3) Copies.

- (a) Official Record. A copy of official correspondence prepared on yellow tissue. A yellow tissue copy shall be prepared for all correspondence and will be designated the official record copy for retention in substantive files documenting the operations and administration of the respective component. These files are the official files of the component and will be subjected to record schedule control.

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(b) Information. Copies of correspondence prepared on white tissue forwarded to offices of interest other than the addressee.

(c) Courtesy. Copies of correspondence furnished addressees in addition to the original.

(4) Enclosure. Material forwarded with correspondence or forwarded separately as appropriate.

c. RESPONSIBILITY.

(1) Records Administration Officer. The CIA Records Administration Officer is responsible for the development of standards and procedures for the preparation and control of Agency correspondence except as noted below.

(2) Executive Director-Comptroller, Deputy Directors, and Heads of Independent Offices. The Executive Director-Comptroller, Deputy Directors, and Heads of Independent Offices shall:

(a) Establish correspondence control systems as an integral part of their records management programs, including appropriate correspondence identification symbols, numbers, and nomenclature.

(b) Provide one yellow copy of correspondence as the official record copy to be retained in the substantive files, containing material documenting the operations and administration of a respective component and formally designated the official files of the component.

(c) Implement the provisions of this regulation, as well as any correspondence standards and procedures issued

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under the authority of this regulation or established by the CIA Records Administration Officer.

(d) Issue appropriate standards and procedures for the administration of communication media excluded from the specific provisions of this regulation for which the respective component has primary jurisdiction.

(e) Limit the number of copies of correspondence prepared to an absolute minimum, but <sup>shall</sup> including an official yellow record copy of such correspondence.

(f) Submit drafts of all correspondence standards and procedures for these excepted media to the CIA Records Administration Officer for review and concurrence.

(g) Issue appropriate internal directives concerning correspondence administration, and provide timely announcements of personnel changes, and other changes to all interested components and internal offices to insure proper correspondence preparation and control.

(h) Provide for the indoctrination of new employees in the respective component correspondence procedures, supplementing instruction provided by the Office of Training.

(3) Office of Training. The Office of Training is to provide general instruction as to the preparation of letters and memoranda to new employees, as well as within the framework of clerical refresher courses, as established in appropriate records management issuances.

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d. PROCEDURES.

(1) General. All Agency correspondence will be prepared in conformity with the standards and procedures outlined in this and related regulations and guides.

(2) Originator. The originator of correspondence will insure that the correspondence has been prepared properly before he affixes his signature.

(3) Coordination.

(a) Originators of correspondence shall determine the extent of coordination required consistent with geographic, operational, functional and support considerations.

(b) Coordinating officers, within their spheres of responsibility, shall determine whether the correspondence is consistent with approved plans, policies, and procedures.

(4) Release. When required by internal component or other agency requirements, release of correspondence will be accomplished as a form of coordination. Release generally implies approval of the contents of the communication by an authority having primary jurisdiction over the subject concerned. This may be an official within the component, at the next or higher organizational level, or in another Agency component.

(5) Signatures. Originators, coordinating officer, releasing officials, and the official who signs the original will all sign the official yellow record copy of the correspondence.

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If desired on inter-office or intra-office memoranda, the signatures of coordinating officers, and other may be shown on the original as CONCURRENCES.

f. LETTERS AND MEMORANDA GUIDE. Standards and procedures for the preparation of correspondence falling within the provisions of this regulation are contained in [REDACTED]

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